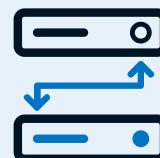


## Overview: The new standard for digital trust

True resilience is required to maintain a seamless online presence. As the “heartbeat of the internet,” DNS is the most fundamental layer of your digital ecosystem.

DigiCert UltraDNS is a globally distributed, authoritative DNS service designed to provide 100% availability, low-latency performance, and built-in protection against the industry’s most sophisticated threats.



In a hybrid-cloud world, redundancy is not enough.

## The resilience gap: Why DNS is your strategic dependency

Recent industry disruptions have proven that even when cloud infrastructure is healthy, a failure in DNS can bring entire global operations to a halt.



### The cost of downtime:

45% of organizations reported service downtime in the last year due to certificate or DNS-related incidents.



### Financial impact:

18.5% of enterprises lost over \$250,000 due to preventable outages.



### Operational friction:

Siloed DNS and PKI teams often face manual ticketing delays, which can turn seconds into hours when critical certificates need to be issued.

# Core capabilities for continuous uptime

## 1. Global Anycast Network & 100% uptime SLA

UltraDNS is built on a massive global Anycast network featuring 50+ dedicated points of presence and 3,000+ peers. This infrastructure ensures near-zero latency and is backed by industry-leading SLAs that guarantee 100% resolution.

## 2. Proactive monitoring with SiteBacker

SiteBacker provides a cost-effective monitoring and failover solution that requires no additional dedicated hardware or software.



### Global probing

Monitoring agents at multiple locations continually perform standard protocol or transaction-based testing against pre-selected servers.



### Broad protocol support

Natively monitors any service on the public internet, including ICMP, FTP, HTTP/HTTPS, SMTP, TCP, and custom proprietary ports.



### Verification integrity

Each server is monitored by multiple agents to ensure testing integrity before concluding a failure has occurred.

## 3. Integrated security & DDoS mitigation

UltraDNS provides built-in layered protection to safeguard your infrastructure:



### Nameserver segmentation

Prevents malicious activity from affecting your entire environment.



### One-click DNSSEC

Protects against cache poisoning and DNS hijacking using elliptic curve cryptography.



### DDoS protection

Built-in DDoS and firewall protections safeguard critical web assets.

## Use case: Active-active failover & automated recovery

Ensure 100% uptime for mission-critical web operations by combining redundant network infrastructure with intelligent server health checks.

### High-availability business continuity

#### Active-active redundancy

UltraDNS<sup>2</sup> offers an active, fully redundant secondary network for failover to ensure 100% uptime.

#### Automated DNS modification

Upon detecting a failure, SiteBacker automatically modifies the DNS response record to redirect traffic to designated disaster recovery servers.

#### Real-time alerts

Automatically sends real-time email notifications to predetermined contacts the moment a server failure is confirmed.

#### Seamless restoration

Automatically recognizes when a server is restored to service and restores original DNS records without manual intervention.

### Rapid propagation and control

#### Fast updates

DNS record changes propagate across the entire UltraDNS and UltraDNS<sup>2</sup> infrastructure in less than 10 seconds.

#### Flexible management

Manage failover manually for emergency situations or use scheduled failover for planned maintenance via a web-based portal or REST API.

## Harmonizing PKI and DNS: The unified trust fabric

The integration of UltraDNS with DigiCert® ONE eliminates the traditional silos between security and network teams.

### Automated DCV

DigiCert CertCentral automatically pushes and removes the required TXT records for DNS-01 validation, enabling “zero-touch” certificate provisioning.

### Future-ready for 47-day lifespans

As certificate lifespans shrink, this automation ensures your domains are always “ready to fire” for high-frequency renewals.

### Unified visibility

Manage DNS records and certificate lifecycles from a “single pane of glass.”

## Business outcomes

# 96%

fewer outages by automating infrastructure and securing web assets

# \$7.9M

in operational savings through reduced manual effort and streamlined workflows

# 312%

return on investment based on the Total Economic Impact™ study by Forrester Consulting

“UltraDNS ticked all of the right boxes to be the primary DNS Provider.”

— **Andrew Winkless, Infrastructure Manager,**  
**Yorkshire Building Society**

“With UltraDNS we feel future-proof, and I would not hesitate to recommend it as a DNS service.”

— **Javier Mayoral, Systems Administrator**  
**at Cochrane**

## About DigiCert

DigiCert is a global leader in digital trust, securing people, data, and devices with AI-powered solutions built to stop threats today and prepare for a quantum-safe future.